

## **INFORMATION SYSTEMS TECHNICIAN**

### **DEFINITION:**

Under direct supervision, the Information Systems Technician provides a full range of technical support services to install, configure, maintain, and repair all information systems for the City; including hardware and software related to PC workstations, wired and wireless networks, file servers, and related equipment.

### **CLASS CHARACTERISTICS:**

This is a non-exempt, journey level classification which requires appropriate specialized training and job-related experience to perform routine to moderately complex tasks to ensure the proper installation, operation, maintenance, troubleshooting, and repair of individual PC workstations, wired and wireless networks, and file server equipment. This position is distinguished from the next higher classification of Information Systems Manager, which is responsible for the most complex and difficult tasks, supervision, and strategic planning activities for the Information Systems Division.

Successful performance in this class requires a broad knowledge and experience in both individual workstation hardware and software support and local and wide area network operations.

### **IMPORTANT AND ESSENTIAL JOB FUNCTIONS:**

1. Installs, configures, monitors, tests, and maintains individual PC workstations and related peripherals, wired and wireless networks, and file server equipment as well as local and networked software.
2. Installs and maintains application software on workstations and security software on network file servers.
3. Establishes and maintains proper access privileges for all city employees.
4. Work with software vendors to install updated and upgraded software as needed.
5. Maintains wired and wireless network connectivity.
6. Troubleshoots information systems and determines the resources required to return the system of optimum performance.
7. Repairs or replaces equipment and configures or reinstalls software as needed for

individual PC workstations, and network file serves including issues relating e-mail and to access to the internet and intranet.

8. Evaluates the obsolescence of workstations and peripherals and recommends replacement when appropriate.
9. Be familiar with fundamental network operation and network devices such as printers, PDA's, etc.
10. Write clear and concise documentation for internal and external use.

#### **MARGINAL/PERIPHERAL JOB FUNCTIONS:**

1. Answers questions and instructs users regarding proper use and operation of application software as needed.
2. Perform other related duties as assigned.

#### **QUALIFICATIONS:**

##### **Knowledge of:**

1. The concepts and terms applicable to state-of-the-art information systems and technology.
2. Operation and maintenance of information systems equipment similar to that currently required by the City of Morgan Hill.
3. Methods, tools and test equipment that may be used in the installation, troubleshooting, and repair of information systems.
4. Modern office practices and procedures.

##### **Skill in:**

1. Installing, troubleshooting, and maintaining network hardware and software.
2. Installing, troubleshooting and maintaining workstation hardware, peripherals and software including:
  - a. Currently used operating system software.
  - b. Word Processing.
  - c. Spreadsheets.

- d. Messaging software (e-mail and calendars).
  - e. Web browser.
  - f. Geographic Information Systems software.
- 3. Excellent customer service skills.
  - 4. Following oral and written instructions.

**Ability to:**

- 1. Perform preventative maintenance.
- 2. Evaluate workstation software and peripheral equipment.
- 3. Analyze problems quickly and draw logical conclusions, plan and implement an effective course of action.
- 4. Establish and maintain effective working relationships with others.
- 5. Understand and carry out oral and written instructions.
- 6. Organize and prepare clear and concise reports in a non-bureaucratic style.
- 7. Exercise responsibility to work with limited direction; and complete assigned work and meet deadlines.
- 8. Work in a team environment.

**JOB REQUIREMENTS:**

- 1. A combination of education and experience substantially equivalent to that obtained by acquiring an Associate degree or similar two year college degree with emphasis in the field computer science, or a closely related field.
- 2. At least two years experience in performing troubleshooting and repair work on network and/or personal computer equipment.
- 3. Possession of a valid California Class C driver's license in compliance with adopted City driving standards.

**OTHER QUALIFICATIONS:**

- 1. Maintain two MS Office Specialist certifications in software products used by the City.

**MACHINES/TOOLS/EQUIPMENT UTILIZED:**

1. Reports, forms, pencils and pens
2. Plans, maps, and blueprints
3. Computer monitor, keyboard, printer
4. Copy machines
5. Fax machines
6. Telephone
7. Calculator
8. Typewriter
9. Automobile
10. Two way radio
11. Presentation equipment

**PHYSICAL DEMANDS:**

1. Mobility
2. Speaking/hearing
3. Seeing
4. Sitting/standing
5. Pushing/pulling
6. Manual dexterity
7. Speed in meeting deadlines
8. Driving
9. Lifting up to 15 lbs.
10. Walking

**ENVIRONMENTAL AND ATMOSPHERIC CONDITIONS:**

## Office Conditions:

1. Indoors: normal office conditions, 95% of the time
2. Travel: varying conditions, 5% of the time.
3. Noise level: conducive to office setting
4. Lighting: conducive to office setting
5. Flooring: low level carpeting
6. Ventilation: provided by central air conditioning
7. Dust: normal, indoors levels